

**JOB DESCRIPTION**  
**MURFREESBORO WATER AND SEWER DEPARTMENT**  
**METER READER/FIELD SERVICE FOREMAN**

**1. JOB TITLE:** METER READER/FIELD SERVICE FOREMAN

**2. DEFINITION:** This is a position requiring technical and supervisory skills under the supervision of the Billing and Collections Manager. All employees are responsible to the Director and the City Manager. A Meter Reader/Field Service Foreman supervises Meter Readers and Customer Service Field Representatives and performs various customer service functions. The position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Safety Sensitive; the employee is subject to pre-employment, reasonable suspicion, post accident, random, promotion and transfer, return to duty and follow-up drug and alcohol testing.

**3. EQUIPMENT/JOB LOCATION:**

- a. This position requires the use of electronic keypads, personal computers, communication devices, hand tools, and vehicles.
- b. The job location is throughout the water distribution system. Work is primarily indoors but may be performed outdoors under all weather conditions.

**4. ESSENTIAL FUNCTIONS OF THE JOB:**

- a. Supervises daily activities of Meter Readers and Customer Service Field Representatives.
- b. Designs and assigns routes and areas.
- c. Transfers readings from electronic meterbooks to computer systems.
- d. Prepares billing information and reports.
- e. Oversees equipment used by employees under his/her supervision.
- f. Works with the Department's Safety & Health Coordinator to arrange and conduct safety training for Meter Readers and Customer Field Service Representatives.
- g. Performs work normally assigned to Meter Readers and/or Customer Service Field Representatives as needed.
- h. Responds to requests from customers on issues relating to metering and water loss.
- i. Trains and evaluates Meter Readers and Customer Field Service Representatives.

**5. EXAMPLES OF OTHER WORK TO BE PERFORMED:**

Perform other duties and special projects as assigned.

**6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- a. Must be at least twenty-one (21) years of age.
- b. Must possess a high school diploma or GED.
- c. Must have legal authorization to work in the United States of America.
- d. Must possess a driver's license valid in the State of Tennessee.
- e. Ability to comprehend both oral and written instructions and to communicate in English, both orally and in writing.
- d. Ability to perform meter reading functions on assigned routes.
- f. Ability to read water meters and record information accurately.
- g. Ability to use keyboards, personal computers, and other standard office equipment.
- h. Ability to sit and stand intermittently, and to stoop and squat frequently.
- i. Ability to repeatedly enter, drive and exit a pickup truck.
- j. Ability to read maps and locate addresses and service areas.
- k. Physical and mental ability to work independently.
- l. Ability to report to work on time, perform the duties of the job for the full shift with occasional overtime required, and to work flexible hours as needed.
- m. Good human relation skills with the ability to communicate effectively with the public and other employees.
- n. Temperament and good judgment to effectively deal with the public.
- o. Must maintain a neat, clean, and appropriate personal appearance.

Non-Exempt  
Safety Sensitive  
August 30, 1999